

CHRISTMAS IN JULY

We were thrilled to host our annual north Brisbane Christmas in July celebration, where we welcomed 49 wonderful clients and our dedicated staff for a day brimming with joy, laughter, and meaningful connections.

Our festive event featured a surprise appearance by Santa, who delighted everyone with his jolly spirit and warm greetings. The atmosphere was further enriched by the sound of carols, as everyone joined in singing beloved holiday tunes, making the day even more special.

The celebration was not only about festive cheer but also about fostering community and camaraderie. We believe in the power of bringing our clients together, and this event was a fantastic opportunity for everyone to meet, share stories, and build lasting friendships.

The day was also filled with excitement as we handed out lots of prizes, adding an extra layer of fun to the festivities. It was a joy to see the smiles and hear the laughter as our clients and staff came together in the spirit of the season.

We are grateful for the chance to celebrate with such a vibrant group and look forward to many more opportunities to connect and share moments of joy. Thank you to everyone who made this event memorable (including the incredible companies and individuals who donated raffle prizes!). We can't wait for the next chance to come together as a community.



CONTACT US

The only number you need to contact us on is 1300 785 646. Select Option 1 for Community Services then listen carefully to the sub-menu options that best suit the reason for your call.

OPTION 1:
Bookings

OPTION 2:
New Registrations

Public Holiday closures:

King's Birthday - Monday 7th October
Christmas Day - Wednesday 25th December
Boxing Day - Thursday 26th December
New Years Day - Friday 1st January 2024

Christmas Closure – Please note St John Ambulance Qld Community Services will close at 2pm Tuesday 24 December to Friday 27th December inclusive. We will open again on Monday 30th December. Security calls will continue during this period (excluding public holidays). The St John Ambulance (Qld) call centre is closed on all public holidays.

REMINDERS

Have your circumstances or contact details recently changed? Please call St John Ambulance Queensland to keep your details current. You should contact us if:

- You have recently transitioned to a Home Care Package or the NDIS (National Disability Insurance Scheme).
- There have been any changes to your living situation.
- There have been significant changes to your health and/or mobility that may impact on our service provision.
- You have new contact details including a phone/mobile number or email address.

TRANSPORT UPDATE

We recently notified all Commonwealth Home Support Programme (CHSP) and Community Transport Program clients about updates to our service delivery. We are transitioning to a shared transport model, which means clients will be sharing rides with other clients, with pickups scheduled within a flexible time window rather than a fixed time. This change helps us serve more people and optimise our resources. We have also introduced new "Scheduled Services" in North Brisbane, Maryborough, Hervey Bay and Bundaberg, offering more efficient and cost-effective transport. If you haven't received a brochure yet, please contact the office.

CASHLESS PAYMENTS

When booking a trip please advise the booking agent if you are paying by credit card or cash.

If you wish to pay by credit card you have the option of paying over the phone, or via the cashless system at the time of your trip.

FEEDBACK

Feedback is essential for St John Ambulance Queensland to understand your needs and expectations about our services and we're always striving to improve the experience for all clients. You can provide us with feedback in a variety of ways such as calling us on 1300 785 646, writing to us at PO Box 540, Virginia QLD 4014 or emailing us at feedback@stjohnqld.com.au.

HAVE YOU TOLD US YOUR EMAIL AND MOBILE NUMBER?

To ensure you don't miss out on any communication make sure you let us know of your mobile number and email address!

NEW PHONE SYSTEM

St John Ambulance Queensland has recently switched to a new phone system. Whilst our phone number remains the same – 1300 785 646, the menu options have changed.

Please press (1) for Community Services, and then either (1) for bookings, or (2) for new registrations.

Please note, the phone will ring for approximately 1 minute. If all staff are taking other calls, you will be directed to voice mail. Please ensure that you leave your name and contact information so we can promptly return your call.

DID YOU KNOW?

Earth's rotation is changing speed. It's actually slowing. This means that, on average, the length of a day increases by around 1.8 seconds per century. 600 million years ago a day lasted just 21 hours.



COMMUNITY SERVICES CHATTER

Spring 2024

A MESSAGE FROM THE GENERAL MANAGER

Welcome to the latest edition of the Community Services newsletter. As we move forward into the last quarter of the year, let's take a moment to reflect on the strides we've made in serving our community.

Improving Service Delivery for a Greater Impact

At St John Ambulance Queensland, we are continuously striving to improve our service delivery so that we can reach more people in need. Through ongoing evaluation and refinement of our programs and processes, we aim to maximise our impact and make a meaningful difference in the lives of those we serve. Your support and feedback are invaluable as we work towards this shared goal.

Exciting Social Trips on the Horizon

In the spirit of fostering social connections and enhancing the well-being of our community members, we are delighted to announce that we are planning more exciting social trips in the upcoming months. These trips provide invaluable opportunities for individuals to engage with their peers, explore new places, and create lasting memories. See the latest flyers for more details on these enriching experiences!

Staff Training Initiatives

In line with our commitment to ongoing professional development, our staff have participated in comprehensive training sessions covering key areas such as Advocacy, the Serious Incident Response Scheme, and elder abuse. These training initiatives equip our team with the knowledge and skills necessary to provide the highest standard of care and support to our community members.

As we embark on the rest of the year, we remain dedicated to our mission of empowering individuals and strengthening our community. Thank you for your continued support, and we look forward to sharing more updates and achievements with you in the coming months.

Opal Halliday
General Manager, Community Services

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AGED CARE VOLUNTEER VISITORS SCHEME - TAFE INTERGENERATIONAL PROGRAM

St John Ambulance Queensland has teamed up with TAFE Queensland to launch an intergenerational program. Starting at Portofino in Hamilton, this initiative offers TAFE students practical experience in aged care, strengthens intergenerational bonds, and improves the well-being of older Australians in residential care, following the principles of Aged Care Volunteers Visitors Scheme.

Due to its success, we have now expanded the program to an additional aged care facility in Durack. We look forward to continuing this impactful collaboration and enhancing the lives of more individuals in our community.



SOCIAL HEALTH CONNECT

Social Health Connect is a Footprints program aimed to support adults who may be experiencing social isolation and loneliness. Social Health Connect has been operating since May 2023 and has supported over 200 people since it commenced.

Clients of the program are assigned Link Workers who work with them closely to help them achieve connections that are meaningful to them. This could be: helping people to join social groups such as craft and sporting groups, helping people look at volunteering, rejoining the workforce or even reconnecting with family and friends. The Link Workers are also skilled in helping people overcome any barriers they may have in being able to navigate this connection independently.

Social Health Connect is currently only funded to support those residing in the Caboolture, Kilcoy and Redcliffe hospital catchments.

Should you wish to speak with a member of the Social Health Connect team to discuss a referral for yourself or that of a friend or family member, please contact 07 3252 3488. For more information please also see <https://footprintscommunity.org.au/services/shc/>

ARAFMI

Arafmi is a not-for-profit community organisation that has provided quality services to the Queensland mental health community for over 45 years.

Arafmi provides support, education and practical assistance to people experiencing mental ill-health, their families and carers.

The Arafmi carer support team provides carers (anyone impacted by someone's mental health challenges) free supports through services such as one on one individual support either in person, via phone or online, support groups in person and online, free workshops and events also online and in person, community linkage and free carer respite at their newly renovated hub in Teneriffe.

To find out more, contact Arafmi on 07 3254 1881.



BOOK

TRAVEL

WIN

Travel on a St John Ambulance (Qld) Scheduled Services trip in August or September for your chance to win a prize!
The more trips you book - the more chances to win!

Terms and Conditions:

Each one-way trip is one entry into the Competition draw. Only trips booked as Schedule Services are eligible for an entry.

Only trips travelled between 1st August to 30th September 2024 are eligible for an entry.

Trips must be completed to be eligible for an entry (cancelled trips will not be considered an entry in to the draw).

Competition is open to subsidised clients only.

(Commonwealth Home Support Programme or Queensland Government Community Transport Program clients).

Winner will be drawn on Friday 4th October 2024. Winner will be notified by phone call.



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 enquiries@stjohnqld.com.au
 www.stjohnqld.com.au



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COMBATTING SOCIAL ISOLATION

Social connection can play a vital role in the health and wellbeing of all Australians but as the population ages maintaining these connections can prove to be a challenge.

Approaching 87 years of age, Doreen Cavanaugh has been engaging with our Community Support Program for over 10 years.

"I first signed on because I needed transport to get to and from medical appointments while I was undergoing radiation treatment. The drivers looked after me so well and their kindness has meant a lot, so I wanted a way to keep my connection with the St John even after my treatment had ended."

"I decided to sign up for the social trips which have led to me meeting so many wonderful people and some really great friendships," said Doreen.

Having lost two sons Doreen shared that it's her friends that keep her going.

"The social trips allow me to get out more and are something that I really look forward to. As soon as the program comes out, I jump on the phone to make sure I get in early and book my spot!"

Doreen is a high tea connoisseur and is a regular fixture on the St John Ambulance Queensland social trips, sharing stories and a laugh with the friends she has made.

"Without the social trips I wouldn't get to go to a lot of the places that we visit. Being a part of the program has really opened new experiences for me."

"It has shown me there are a lot of good people out there. I met one lady who I've developed a great friendship with and I see her every Friday when I'm shopping."

As part of our goal to empower all clients to keep their independence and maintain social connection St John Ambulance (Qld) provides a range of community support services to eligible members of the over 65 community in Queensland.

"The assisted shopping service is wonderful, I've really enjoyed getting to know the staff and volunteers from St John Ambulance Queensland."

I like sitting and having a coffee and a chat after shopping." Said Doreen.

Understanding that connection, social interaction and friendship are essential for wellbeing is what motivates St John staff and volunteers to provide the best service possible.

"From home visits to accompanied activities or even something as simple as a friendship call the services we provide are aimed at combatting social isolation for those who may feel lonely, cut off or would just like a chat or visit during the week," said State Operations Manager, Liam Douglas.

"We love the relationships that we build with our clients and we couldn't do what we do without our volunteers."

